

Public Records Requests - Response Requirements

This table and bar graph are intended to provide guidance and explanation in the application of new requirements for responding to public records requests approved by City Council on August 18, 2009. The timeframes provided below should not be used to delay fulfilling simple or routine requests.

#	Situation	Response Action	Timeframe	Comments
1.	All requests	Forward to the one who will be responsible for the response or to person's supervisor or back-up.	Within 24 hours of initial receipt of the request.	Requests should generally be forwarded to the departmental records coordinator. For cross-department requests, forward to Public Records Manager in the CMO.
		Person responding to request acknowledges receipt to the requestor	Within 24 hours after the responding person receives the request.	Acknowledgement may be via phone call (or voicemail), email, or postal service
2.	Simple or routine requests	Respond with the requested information to requestor	By the end of the 2nd business day after the date the person responding received the request.	If request is extensive or demanding, see requirement #3.
3.	Extensive or demanding requests	Respond with the requested information or estimate of when the information will be provided to requestor	No later than 3 business days from the date the responding person received the request.	If information cannot be provided within 3 business days, see requirement #4.
		Provide the requested information to the requestor.	No later than 10 calendar days of the date the City received the request.	Deadline may be extended by mutual agreement between City and requestor. If unusual circumstances apply, see requirement #4.
4.	Unusual circumstances*	Inform the requestor that additional time is needed.	Within 10 calendar days of the date the City received the request.	See also requirement #6.
		Provide the requested information to the requestor.	Within 14 calendar days of the original 10 calendar day deadline.	This deadline may be extended by mutual agreement between the City and the requestor.
5.	Information withheld	Inform the requestor and provide written justification.	Within 10 calendar days of the date the City received the request.	This deadline may be extended by mutual agreement between the City and the requestor.
6.	Requests involving multiple documents.	Upon request, provide the documents as they become available .	Follow requirements #1 through #5 as applicable.	

*"Unusual circumstances" include:

1. The need to search for and collect the requested records from storage facilities that are separate from the office processing the request.
2. The need to search for, collect, and appropriately examine a voluminous amount of separate and distinct records that are demanded in a single request.
3. The need for consultation, which must be conducted with all practicable speed, with another agency having substantial interest in the determination of the request.
4. The need to write programming language or extract data that would not otherwise be extracted.

Public Records Response Timeframe Requirements

Days

Action	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Forward request	<u>24</u> <i>hrs*</i>																								
Acknowledge		<u>24</u> <i>hrs*</i>																							
Routine request																									
Non-routine time estimate																									
Non-routine response																									
Notify of extension																									
Extension																									

*Excludes weekends and holidays.